**Job Description**

**Tenancy Sustainment Officer**

**Role Profile**

**Service/Team** BCP Homes

**Reports to** Service Manager - Specialist Housing and Tenancy Sustainment

**Responsible for** **Tenancy Sustainment Team**

**Number of posts** **11**

**Post number** **TBC**

**Career Grade** **BCP grade G**

**My job improves the quality of life for the people of Bournemouth Christchurch and Poole by** ensuring I help people to resolve their housing circumstances.

**Job Overview**

* To provide an excellent housing related support service to BCP residents, providing low, medium or high intensity levels of support to sustain their tenancies. To empower disadvantaged and vulnerable adults within the local community to develop maximum levels of independence and prevent homelessness.

**Key Responsibilities**

* Provide a tailored and flexible customer-focused support service through a wide range of activities:
	+ Signposting to other specialist services and joint working with internal and external services
	+ Improving health & wellbeing
	+ Living safely & securely
	+ Advocating
	+ Assistance to understand the tenancy agreement
	+ Assistance in maintaining independence and control over their lives
	+ Money management
	+ Positively engaging with and supporting victims and perpetrators of antisocial behaviour and tenancy breaches e.g. property condition
	+ Accessing opportunities locally, around learning, employment, leisure and cultural needs
	+ Early intervention to prevent crisis and deterioration, improve health and general wellbeing including nutrition
	+ Making a safe informed and independent choice on purchasing services, equipment and adaptations to meet their needs.
* Build strong links between social care, mental health and health services and other stakeholders and to liaise effectively with other teams within BCP Council and external agencies.
* Promote and develop the role and service in line with good practice and the regulatory framework
* Ensure clients are fully involved with shaping and developing the service.
* Carry out joint needs and risk assessments with the client and any appropriate external organisations that are involved.
* Develop an individual support plan with each client from the needs and risks identified on the joint assessment, with inclusion of family, carers and other external organisations such as social services where appropriate, to inform the way support is provided.
* Provide support to residents with a range of vulnerabilities including learning disabilities, mental health issues, physical disabilities, substance misuse issues, behavioural problems, dementia and memory loss, victims and perpetrators of antisocial behaviour.
* Develop a support specialism and undertake specific training in this field to increase level of expertise.
* Develop close links with and work in partnership with other agencies and to organise case conferences including Multi-agency Risk Management Meetings (MARMMs) and complete action plans in conjunction with all parties concerned.
* Carry out the assessment of referrals and contribute towards prioritising and maintaining any waiting list.
* Work closely with other BCP Homes Officers such as the Housing Officer or Engagement and Enforcement Teams (EET) to ensure effective and seamless delivery of support.
* Ensure clients views are considered in all decisions that affect them and in the delivery of the service.
* Fully comply with the Equality and Diversity Policy and assist the Locality Manager in the undertaking of any equality impact assessments of the service.
* Accurately maintain files and IT based recording systems and provide statistical performance information as required.
* Be an effective team player and assist in covering other members of the sustainment team.

Person Specification:

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| Attributes | Criteria | **Method of Assessment** |
| Experience | * Experience of providing support to social housing tenants
* Experience of partnership working
 | Application Interview  |
| **Qualifications****& Training** | * Good standard of general education, including English and Maths
 | 1. Application
2. Certificates
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| **Aptitudes****& Abilities** | * Strong communication skills
* High standard of literacy
* Enthusiastic and energetic team player
* Ability to empathise with tenants
* Ability to communicate with people from diverse backgrounds and at all levels
* Good negotiation and motivational skills
* Ability to use initiative and work to tight deadlines without close supervision
* Ability to prioritise work and time-manage
* Good IT Skills including MS Office (Word, Excel, PowerPoint, Outlook)
 | 1. Application
2. Interview
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| **Knowledge** | * Knowledge of statutory and voluntary sector support services for vulnerable individuals
* Basic knowledge of public and private sector housing
* Basic knowledge of welfare and benefit rights
 | 1. Application
2. Interview
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| **Attitude & Motivation** | * Flexible and cooperative working style
* Commitment to excellent and responsive customer service and service delivery
* Positive attitude to equality and diversity
 | 1. Interview
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| **Other Factors** | * Must be able to travel, using public or other forms of transport where they are viable, or by holding a valid UK driving licence with access to own or pool car
* Able to visit clients in the locality in their own homes which may involve climbing stairs
* Able to work some early evenings (up to 7pm)
 | 1. Application
2. Interview
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